

LUKHANJI MUNICIPALITY



2016/17 MTERF BUDGET

SERVICE STANDARDS LEVEL FINAL

SCHEDULE OF SERVICE DELIVERY STANDARDS

JUNE 2016/17

Eastern Cape: EC 134 - Schedule of Service Delivery Standards Table XX 201617	
Description	
Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	once a week
Premise based removal (Business Frequency)	it depends on the agreement between business and the municipality it can be 3 times in a week.
Bulk Removal (Frequency)	once a week but some time when the need arises it is removed twice or three times
Removal Bags provided(Yes/No)	yes
Garden refuse removal Included (Yes/No)	no
Street Cleaning Frequency in CBD	daily
Street Cleaning Frequency in areas excluding CBD	once a week
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	longer
Recycling or environmentally friendly practices(Yes/No)	yes
Licenced landfill site(Yes/No)	yes
Water Service	
Water Quality rating (Blue/Green/Brown/NO drop)	
Is free water available to all? (All/only to the indigent consumers)	
Frequency of meter reading? (per month, per year)	
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
<i>Duration (hours) before availability of water is restored in cases of service</i>	

interruption (complete the sub questions)	
One service connection affected (number of hours)	
Up to 5 service connection affected (number of hours)	
Up to 20 service connection affected (number of hours)	
Feeder pipe larger than 800mm (number of hours)	
What is the average minimum water flow in your municipality?	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty water meters? (days)	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	
Electricity Service	
What is your electricity availability percentage on average per month?	0.99
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system? Per month	R 1,080,000
What is the frequency of meters being read? (per month, per year)	Per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	three month
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	actual readings are use and only average reading where no reading is obtained
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	a week and depends on the availability of the meters
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	depends on the availability of meters
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Bad
How soon does the municipality provide a quotation to a customer upon a written request? (days)	1-2 days
How long does the municipality takes to provide electricity service where	same day

existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	1 working day
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	7 working days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	
<i>How long does it take to restore sewerage breakages on average</i>	
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	
Sewer blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	20 minutes
Time taken to repair a single pothole on a minor road? (Hours)	15 minutes
Time taken to repair a road following an open trench service crossing? (Hours)	6 hours on the average
Time taken to repair walkways? (Hours)	3 days but it also depends on the damage on the walkways
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	one month
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	decrease
Are the financial statement outsources? (Yes/No)	outsourced but management gets involved in the preparation of the AFS
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	no

How long does it take for an Tax/Invoice to be paid from the date it has been received?	within 30days once we receive the invoice
Is there advance planning from SCM unit linking all departmental plans quarterly and annualy including for the next two to three years procurement plans?	we plan yearly
Administration	
Reaction time on enquiries and requests?	immediately and it depends on the request
Time to respond to a verbal customer enquiry or request? (working days)	immediately and it depends on the request
Time to respond to a written customer enquiry or request? (working days)	one week it also depends on the type request
Time to resolve a customer enquiry or request? (working days)	one week it also depends on the type request
What percentage of calls are not answered? (5%,10% or more)	5%
How long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	Not available
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	four times a month
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	15 minutes and also depends on the que
How long does it take to renew a vehicle license? (minutes)	15 minutes and also depends on the que
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	15 minutes and also

		depends on the que
How long does it take to de-register a vehicle? (minutes)		15 minutes and also depends on the que
How long does it take to renew a driver's license? (minutes)		30 minutes
What is the average reaction time of the fire service to an incident? (minutes)		10 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		10 munites
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) -		45 munites
Economic development		
How many economic development projects does the municipality drive?		7
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		2
What percentage of the projects have created sustainable job security?		30
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		no
Other Service delivery and communication		
Is a information package handed to the new customer? (Yes/No)		No
Does the municipality have training or information sessions to inform the community? (Yes/No)		No
Are customers treated in a professional and humanly manner? (Yes/No)		Yes

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Reviewed by : Chief Financial Officer

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